

EXHIBIT A

17. A method for providing a user with an application monitoring and disaster recovery management tool, comprising the steps of:

deploying a first plurality of intelligent agents within a primary computing environment, said primary computing environment including a primary server executing an application, and wherein each of said first plurality of intelligent agents monitors a metric related to said application;

monitoring, by a monitoring and management server module executing on a management server, a plurality of states of said application, each of said plurality of states being rendered by one of said first plurality of intelligent agents, wherein said management server is in communication with said primary computing environment and a secondary computing environment;

displaying to a user, via a graphical user interface in communications with said monitoring and management server module, said plurality of states; and

performing a failure switch-over of said application from said primary computing environment to a secondary computing environment having a secondary server capable of executing said application in response to a first input received from said user via said graphical interface, wherein said first input is received by said monitoring and management server module as a result of a button click by the user on said graphical user interface;

whereby said method allows for disaster recovery and fault tolerance, and limits computing down-time experienced by end users of said primary computing environment.

19. A method for providing a user with an application monitoring and disaster recovery management tool, comprising the steps of:

deploying a first plurality of intelligent agents within a primary computing environment, said primary computing environment including a primary server executing an application, and wherein each of said first plurality of intelligent agents monitors a metric related to said application;

monitoring, by a monitoring and management server module executing on a management server, a plurality of states, each of said plurality of states being rendered by one of said first plurality of intelligent agents, wherein said management server is in communication with said primary computing environment and a secondary computing environment;

displaying to the user, via a graphical user interface in communications with said monitoring and management server module, said plurality of states;

performing a failure switch-over of said application from said primary computing environment to a secondary computing environment having a secondary server capable of executing said application in response to a first input received from the user via said graphical interface; and

performing a switch-back of said application from said secondary computing environment to said primary computing environment in response to a second input received from the user via said graphical interface, wherein said second input is received by said monitoring and management server module and as a result of a button click by the user on said graphical user interface;

whereby said method allows for disaster recovery and fault tolerance, and limits computing down-time experienced by end users of said primary computing environment.

23. An article of manufacture for providing a user with an application monitoring and disaster recovery management tool, the article of manufacture comprising:

a computer usable storage medium; and

processor instructions stored on said computer usable storage medium for causing a computer to:

deploy a plurality of intelligent agents within a primary computing environment, said primary computing environment including a primary server executing an application, and wherein each of said plurality of intelligent agents monitors a metric related to said application;

monitor a plurality of states of said application, each of said plurality of states being rendered by one of said plurality of intelligent agents;

display to the user, via a graphical user interface, said plurality of states; and

perform a failure switch-over of said application from said primary computing environment to a secondary computing environment having a secondary server capable of executing said application in response to a single action input received from the user via said graphical user interface, wherein said single action is a button click by the user on said graphical user interface.

24. The article of manufacture of claim 23, wherein said application is an electronic mail application, and further comprising:

processor instructions for causing the computer to temporarily change the hostname of said secondary server to the hostname of said primary server.

25. The article of manufacture of claim 23, wherein said the processor instructions for causing the computer to deploy a plurality of intelligent agents comprises:

processor instructions for causing the computer to query said application once every pre-determined time period in order for each said plurality of intelligent agents to monitor said corresponding metric related to said application.

Applicant Initiated Interview Request Form

Application No.: 10/657561 First Named Applicant: LICCIONE, John
Examiner: Paul F. Contino Art Unit: 2114 Status of Application: NOA Mailed

Tentative Participants:

- (1) Paul F. Contino (Examiner) (2) _____
(3) Tina Hall (Applicant's Representative) (4) _____

Proposed Date of Interview: 27 May 2008 Proposed Time: AM AM/PM

Type of Interview Requested:

- (1) ☒ Telephonic (2) ☐ Personal (3) ☐ Video Conference

Exhibit To Be Shown or Demonstrated: ☐ YES ☒ NO

If yes, provide brief description: _____

Issues To Be Discussed

Issues (Rej., Obj., etc)	Claims/ Fig. #s	Prior Art	Discussed	Agreed	Not Agreed
(1) _____	<u>17, 19 & 23-25</u>	_____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) _____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) _____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) _____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Continuation Sheet Attached

Brief Description of Argument to be Presented:

Discussed amendments to the most recent claims and determined that an amendment after allowance is to be submitted under 1.312.

An interview was conducted on the above-identified application on 27 May 2008.

NOTE: This form should be completed by applicant and submitted to the examiner in advance of the interview (see MPEP § 713.01).

This application will not be delayed from issue because of applicant's failure to submit a written record of this interview. Therefore, applicant is advised to file a statement of the substance of this interview (37 CFR 1.133(b)) as soon as possible.

Tina R. Hall
Applicant/Applicant's Representative Signature

Tina R. Hall

Typed/Printed Name of Applicant or Representative

Examiner/SPE Signature

Registration Number, if applicable